

**Quality and Productivity Commission Meeting  
Minutes of January 26, 2015**



**County of Los Angeles  
Quality and Productivity  
Commission**

565 Kenneth Hahn Hall of Administration  
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**PRESENT:**

Rodney Gibson  
Walter Allen, III  
Jacki Bacharach  
Marshal Chuang  
Evelyn Gutierrez  
Nancy Harris

Jaclyn Tilley Hill  
Huasha Liu  
Shawn Landres  
William Waddell  
Joseph Wetzler

**ABSENT:**

Charles Bakaly, Jr.  
Viggo Butler

Edward McIntyre  
Bud Treece

**CALL TO ORDER**

The Chair called the regular meeting of the Quality and Productivity Commission to order at 10:06 a.m. in Room 739 of the Kenneth Hahn Hall of Administration.

**APPROVAL OF THE MINUTES OF DECEMBER 15, 2014**

On motion of Commissioner Waddell, seconded by Commissioner Liu, the minutes of December 15, 2014, were unanimously approved.

**PRESENTATION BY COUNTY COUNSEL, "ROBERTS RULES OF ORDER AND THE BROWN ACT"**

Commissioner Gibson introduced Tay Alberty and Richard Girgado from the Los Angeles County Counsel's Office. They gave a presentation on Roberts Rules of Order and the Brown Act. They provided handouts and had a power point presentation.

After the presentation, several questions were answered. However, for the more in depth questions, Executive Director Victoria Pipkin-Lane stated that she would speak with Ms. Alberty and Mr. Girgado after the meeting and report back to the Commission with those answers.

**CHAIR'S REPORT**

Chair Gibson gave the following report:

- A meeting with Interim Chief Executive Officer, Sachi Hamai, has been set for March 11, 2015. Discussion items will include the Productivity Investment Fund, Department Visits, and the Commission's two major events (Leadership Conference and Productivity and Quality Awards ceremony). He will report back to the Commission after the meeting

**Chair**

Rodney C. Gibson, Ph.D.

**1<sup>st</sup> Vice-Chair**

Jacki Bacharach

**2<sup>nd</sup> Vice-Chair**

Nancy Harris

**Chair Emeritus**

Jaclyn Tilley Hill

**Immediate Past Chair**

Edward T. McIntyre

Walter Allen, III  
Charles G. Bakaly, Jr.  
Viggo Butler  
Marshal Chuang  
Evelyn M. Gutierrez  
J. Shawn Landres, Ph.D.  
Huasha Liu  
Bud Treece  
William C. Waddell, DBA  
Joseph P. Wetzler

**Executive Director**

Victoria Pipkin-Lane

**Program Manager**

Mary E. Savinar

**Program Support**

Laura Perez



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effective and caring service"***

***We support plain language***

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- On January 20, 2015, the Board of Supervisors approved the reappointment of Commissioners Nancy Harris, Jaclyn Tilley Hill, and Shawn Landres. Commissioner Harris was appointed by Supervisor Ridley-Thomas and Commissioner Landres was appointed by Kuehl
- The Commission will be updating its Strategic Plan. This occurs every five years. The Strategic Foresight Working Group, led by Commissioner Landres, will take the lead on this effort. Please add May 14, 2015, to your calendars. Commissioners will be spending the entire day at Eaton Canyon in Pasadena to review and update the Plan
- Please note the meeting dates for your Committee assignments, as well as the Commission's two major events: The Leadership Conference on May 27 and the Productivity and Quality Awards ceremony on October 21
- Commissioner Pat Johnson retired from the Commission in December. She was appointed in 1997 and was an exemplary, dedicated member, whose expertise in the health care industry will be missed. With Commissioner Bill Sullivan's passing last year, the Commission has two vacancies

With the consensus of Interim CEO Sachi Hamai, we recommended to the Board that Commissioner Gutierrez fill the unexpired term of former Commissioner Johnson. This change will give Supervisor Hilda Solis the opportunity to name a representative to the Commission from the First District

The second vacancy will be filled at a later date. Please send the name(s) and biography of your recommendations to Executive Director Victoria Pipkin-Lane as soon as possible. She will compile a list for review.

### **PRODUCTIVITY MANAGERS' NETWORK (PMN) CHAIR'S REPORT**

Jennifer Coultas, PMN Co-Chair, made the following report:

- The first New Managers' Orientation was held on January 14, 2015. There are 13 new managers and on this day, five managers were trained, including two from the Third District (Torie Osborn and Nik Swiatek). Torie is the Principal Deputy for Strategy and Policy and Nik is Deputy for Technology and Social Media. They are very interested in seeing what the Commission does
- New managers were paired with mentors and were given a warm welcome. Due to the large number of new managers, a second orientation is scheduled for January 29
- The Productivity Investment Board (PIB) Advisory Committee met on January 21 to review third quarter proposals for the 2014-2015 fiscal year. Three proposals were received: Public Library (\$200,000 grant); Public Health (\$175,000 grant); and Human Resources (\$150,000 grant)
- The PMN Executive Committee will meet on February 9<sup>th</sup> to plan the first meeting of the new year which will be held at the Internal Services Department in Downey. Speakers include: Drs. Brown, King, and Norris from the UCLA

Department of Medicine who will make a presentation on the importance of health to productivity; Sarah Ahonima, Productivity Manager for the Coroner, will talk about how to coordinate a successful department visit; and Jac Fagundo, Chief Technology Officer and Computing Services Branch Manager, will talk about eCloud and its impact on County services. A tour of eCloud will be provided after the meeting

- Productivity Managers in attendance were introduced. They are Hsiao-Ching Chen, Jerry Ramirez, and Caroline Torosis

### **EXECUTIVE DIRECTOR'S REPORT**

Victoria Pipkin-Lane gave the following report:

- The Commission calendar has been updated. Commissioners should review and update any changes that have been made. Staff will provide copies of the calendar upon request
- The Commission office is in the final stages of renovation. Plaques are being rehung and remaining items are being put back in order. Staff hopes to have all of the work completed by the end of January. The focus will now be on updating office equipment, especially the printer/copier
- Interim CEO Sachi Hamai has been reorganizing the Chief Executive Office. There have been a lot of changes. The Commission continues to report to the Board. The chain of command for Commission staff will probably be clarified within the next two weeks. A meeting is scheduled for Wednesday, January 28 to discuss further
- Commission staff is working with Supervisor Antonovich's office on a date to honor retired Commissioner Pat Johnson with a commendation scroll at an upcoming Board meeting. The dates being worked on are February 17 at 1 p.m. or February 24 at 10 a.m. Once the date is determined, information will be passed along

### **LEADERSHIP CONFERENCE**

Commissioner Gibson reported the following:

- The Leadership Conference Committee met on January 15, 2015. Commissioners Gutierrez and McIntyre phoned into the meeting
- By consensus, the Committee has named this year's conference: Innovation in Customer Service: Access, Care and Response
- Dr. Mitchell Katz (Health Services) and John Naimo (Auditor-Controller) will be making presentations on their successful initiatives
- The Committee is working to obtain outside speakers

### **OPEN DISCUSSION**

Commissioner Landres remarked that he appreciated Supervisor Kuehl for reappointing him to the Commission. He also remarked that Torie Osborne and Nic Swiatek are taking a definite interest in the Commission, especially in the area of technology

Commissioner Gibson wanted to remind members of the Productivity Investment Board that they meet next Monday at 10 a.m. in Room 743

**PUBLIC COMMENT**

None

**ADJOURNMENT**

On motion by Commissioner Liu, seconded by Commission Waddell, the meeting adjourned at 11:42 a.m.

The next Full Commission meeting will be on Monday, March 2, 2015, in Room 743, Kenneth Hahn Hall of Administration